



# Louis A. Johnson VA Medical Center

## OUTPATIENT GUIDE



1 Medical Center Drive  
Clarksburg, WV 26301  
(304) 623-3461 or 1-800-733-0512  
[www.clarksburg.va.gov](http://www.clarksburg.va.gov)



## Welcome to Louis A. Johnson VA Medical Center

Thank you for entrusting your health care needs to the physicians and staff of the Louis A. Johnson VA Medical Center (LAJVAMC). We are privileged to be your health care provider. We would like to extend our thanks for your service to our country.

We want to assist with your health care needs, and to ensure that you are satisfied with, and informed about, your health care. Your health care needs are very important to us as we are here to serve you.

We have designed this guide for you and your family. Please take a few minutes to look through this booklet so that you are aware of the services we provide. We hope that you will find it useful and keep it as a reference.

Again, thank you for your service and welcome to the LAJVAMC.

## Our Mission

Together, we honor and serve America's Veterans.

## Our Vision

To be a trusted and resilient partner for Veterans, offering readily available, safe and compassionate care of exceptional quality within an integrated system.

### **Braxton County CBOC**

40 Reston Place  
Gassaway, WV 26624  
Phone: 304-364-4500

### **Monongalia County CBOC**

40 Commerce Drive, Suite 101  
Westover, WV 26501  
Phone: 304-292-7535

### **Tucker County CBOC**

260 Spruce Street  
Parsons, WV 26287  
Phone: 304-478-2219

### **Wood County CBOC**

2311 Ohio Avenue, Suite A  
Parkersburg, WV 26101  
Phone: 304-422-5114

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## First Outpatient Appointment

During your first outpatient appointment at LAJVMC, you'll be assigned a primary care provider (PCP) who will oversee your health. Your PCP may be a physician, nurse practitioner, or physician's assistant.

Each PCP leads the Patient Aligned Care Team (PACT) that focuses on your healthcare needs. Your PACT will include your PCP, nurse, dietitian, social worker, pharmacist and clerical support, who will coordinate your health care.

Please remember: You must see your PCP at least once each year if you want to continue receiving your prescriptions from the VA.

### Primary Care

A primary care provider (PCP) addresses medical problems and assists in coordinating your health care. You'll be assigned to a PCP after your first visit to the Louis A. Johnson VAMC or to one of its community based outpatient clinics (CBOC).

### Women Veterans Program

Women who have served in the Armed Forces are eligible for a variety of Veterans benefits. Every VA facility is committed to meeting the unique needs of Women Veterans by delivering the highest quality health care to each woman, while offering her the privacy, dignity, and sensitivity to gender specific needs she deserves. Women covered by Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) may also be eligible for some services. You must be enrolled in the VA to receive services.

### Tele-Health

Telehealth offers medical support and/or counseling from a variety of locations including outpatient clinics, the VA Medical Center or non-VA sites, significantly reducing your travel time or interruptions to your daily schedule. Telehealth reduces or eliminates the need for you to travel to the VA.

Tele-Health services include but are not limited to: Nutrition, TeleRetinal, TeleDermatology, TeleChaplain, TelePsychiatry, TelePsychology, TelePharmacy-Coumadin, New Enrollee Orientation, Substance Abuse Groups, Compensation & Pension Exams, Genomics, Endocrinology, Diabetes Group, and ALS.

New to LAJVMC is the Clinical Video Tele-Health program (CVT) in which a provider can interact with a Veteran via video connect for visits that do not require a physical examination. CVT services include but are not limited to: Physical Therapy, Occupational Therapy, home Tele-Health, L2, Nutrition, Psychiatry, Psychology, and Chaplain.

### Home-Based Primary Care

The Home Based Primary Care program (HBPC) provides home care services to Veterans with mobility issues. Our HBPC program strives to provide comprehensive medical care and case management to Veterans who require the majority of their primary health care needs to be accomplished in the home.

HBPC's primary goal is to assist our patients in learning how to manage their own health care needs and to remain safe in their own homes. Our dedicated team of highly qualified and experienced nurses, social workers, dietitians, psychologists, occupational therapists, and pharmacists help patients and families learn to live independently with new or chronic illnesses and adjust to living safely in their homes after returning home from a hospital or a nursing facility admission.

## Payment for Care

### Copayment and Billing

The US Department of Veterans Affairs has established guidelines for Veterans and their co-payments.

Co-payments may be applied to some Veterans for the following services —

- Inpatient care
- Outpatient care
- Outpatient prescriptions
- Long-term care

Co-payments should be paid upon checking out of the medical center after services are rendered. Co-payments may be made at the Agent Cashier window, First Floor, Room 1175.

Veterans who do not make their co-payments upon checking out will receive a bill at their address of record within 30 days after their inpatient stay or appointment.

### Medicare/Medicaid

The Department of Veterans Affairs does not bill Medicare or Medicaid.

### Private Health Insurance

Private health insurance coverage through a Veteran or Veteran's spouse is insurance provided by employer, Veteran or other non-federal source.

### VA health care is *not* considered a health insurance plan.

VA is required to bill private health insurance providers for medical care, supplies and prescriptions provided for treatment of Veterans' nonservice-connected conditions. Generally, VA cannot bill Medicare, but can bill Medicare supplemental health insurance for covered services.

All Veterans applying for VA medical care are required to provide information on their health insurance coverage, including coverage provided under policies of their spouses. Veterans are not responsible for paying any remaining balance of VA's insurance claim not paid or covered by their health insurance, and any payment received by VA may be used to offset "dollar for dollar" a Veteran's VA co-payment responsibility.

### What's in it for me for providing health insurance information?

- You will *not* be responsible for any unpaid balance that the insurance carrier does not pay except for VA co-payments.
- Payments from your private health insurance carrier may allow us to offset part or all of your co-payments.
- Many private health insurance companies will apply VA health care charges toward the satisfaction of your annual deductible.

### Insurance Coverage and Eligibility for VA Health Care

Your insurance coverage or lack of insurance coverage does not determine your eligibility for treatment at a VA health care facility.

## Non-VA Care and Providers

### Transitional/ Co-managed Care

If you choose to keep another provider outside of the VA system, we will work with your private doctors to coordinate your health care. We call this transitional or co-managed care. It means your VA and private doctors must work together to provide safe, clinically appropriate, and ethical medical care.

### Patient Responsibilities

You need to coordinate your care when you have more than one provider. Please tell both your VA provider and your private doctor that you want to have your care coordinated. Give your VA provider the name, address, and telephone number of all of your private doctors. You should also give your private doctors the same information about your VA provider.

All necessary records and documents from your private doctor should be sent to the VA. If you would like information from your VA medical record sent to your private doctor, you should contact the Release of Information office and sign a release form to have that done. For your safety, let your VA provider know about all medicines you're taking, including prescriptions written by your private doctor. Also include over-the-counter medicines, vitamins, and herbal medications. You will also want to tell your private doctor about any medicines prescribed by your VA provider.

### VA Provider Responsibilities

Your VA provider must have the final say about how the VA will meet your health care needs. Your VA provider does not have to re-write prescriptions or order tests for any health problem that the VA provider does not directly manage. If your private doctor writes a prescription for a medicine that is not on the VA list of approved medicines, your VA provider may offer you another medicine that is very similar, safe, and effective for your condition. If you choose, you may want to talk to your private doctor before changing to the VA medicine.

Some medicines need special blood tests. Your VA provider may not write prescriptions for any high-risk medicines unless you agree to have the tests done by the VA. If you live far away or have difficulty traveling to the VA, you have the option of providing the written results from your private doctor's blood tests to your VA provider. If you request a highly specialized medication, you must be seen by a VA provider competent in that specialty, or the prescribing clinician must be in direct verbal or written contact, or acting on recommendations of a VA provider competent in that specialty. VA providers are under no obligation to follow a treatment or medication plan recommended by community physicians if they disagree with that plan or if the plan conflicts with national or local policies related to prescription of medications. A VA provider or pharmacist will explain his or her rationale for medication changes or why the medication will not be filled. If you receive controlled substances on an ongoing basis, close monitoring is required by one designated provider. The VA may provide these substances only if the VA is primarily responsible for and actively managing these medications.

### VA Policy

If you are seeking care, medications, or supplies from the VA, you must enroll in VA health care and have a primary care provider who manages your care, even if some of your care is provided in the community. If you receive medications through the VA, you will be required to see your VA provider at least annually. Specialty services will be provided according to the local facility or Veterans Integrated Services Network (VISN) policy once you are enrolled in primary care. You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your private doctor. You will also want to tell your private doctor about any changes made by your VA provider. You must pay any required VA co-payments.

## Transportation to Appointments

### Volunteer Transportation Network

The Volunteer Transportation Network (VTN) provides transportation to Veterans in need of medical care at a VA facility. This program is available due to the willingness and availability of volunteer drivers.

To use these services, Veterans must be able to walk from their home to the vehicle, enter the vehicle unassisted, and walk from the vehicle to LAJVAMC on their own. VTN cannot transport Veterans who use a wheelchair or oxygen. The need for VTN transport is based primarily on a Veteran's inability to pay for the cost of public transportation and if they have no other form of transportation. Veterans are transported for scheduled outpatient appointments only.

If you have an appointment before 9:00 a.m. and need a ride, call 48 hours prior to your appointment between 8:00 a.m. and 3:00 p.m. (304-623-7623).

### Travel

Patients may qualify for travel benefits and mileage reimbursement for travel to and from the facility. To be eligible for travel benefits, a Veteran must meet one of the following criteria:

- Be 30-100% service connected
- If less than 30%, you must be treated for your service-connected disability or meet financial guidelines
- Receive a VA pension
- Have aid and attendance status
- Have housebound status
- Have a gross annual household income not exceeding the maximum annual rate of a VA pension

For further information, contact the LAJVAMC Travel office at 304-623-3461 Ext. 3221.

Monday-Friday (excluding Federal Holidays) 8:00 a.m. - 4:00 p.m.

After hours, Travel questions can be answered by the Administrative Officer on Duty stationed in the Emergency Room.

*\*Please note- Veterans using VTN or other provided transportation service do not qualify for travel pay. Urgent Care/Emergency Department visits are only paid for one way travel.*

### Pittsburgh VA Shuttle Services

The Louis A. Johnson VA Medical Center conveniently offers a shuttle service for veterans requiring transportation to the Pittsburgh VA Healthcare System.

The shuttle departs from the LAJVAMC Monday-Thursday at 7:00 a.m. and 10:00 a.m. and on Friday at 8:00 a.m.

If you require use of the shuttle service to Pittsburgh, please call the travel office at 304-623-3461 Ext. 3221 to ensure a seat on the shuttle. Before calling, please have the following information available:

- Name and last four digits of your social security number
- Date of your appointment
- Clinic Title at Pittsburgh
- Accompanying travelers

## Pharmacy

VA has excellent pharmacy benefits which allow you to get medications and medical supplies your VA provider orders for you. If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with similar medications on the VA formulary. The formulary lists all medications available for refill at the VA. VA providers will work closely with your community provider to coordinate your care.

You or your community provider can access the VA formulary at: [www.pbm.va.gov](http://www.pbm.va.gov)

### Co-Payments

Depending on your eligibility, you may be charged a co-payment for medications. You may apply for free medications if you cannot afford the co-payment. You can get information about patient eligibility from the benefits counselor located on the first floor, room 1232B.

### Telephone Care System

This system is available 24 hours a day, 7 days a week. You can use it to:

- Check on a prescription
- Learn about your medicine
- Order refills for your medicines

You need a touch-tone telephone to use this service. Before you call, have your social security number and the VA prescription number printed on the bottle. The automated phone system will give you step-by-step instructions. This system also allows you to talk directly with someone in the VA pharmacy during business hours (Monday-Friday, 8 a.m. to 4:30 p.m.).

Pharmacy Telephone Care system: 1-800-733-0512 ext. 7717

### New Prescriptions

You MUST check in with a pharmacist in the outpatient pharmacy if you intend on picking up a new medication. They will talk with you about any new medicine your provider orders for you. If you do not pick up a new medication from the pharmacy, it will automatically be sent by mail. Mailed prescriptions usually take 14 days to arrive. Request refills 2-3 weeks before you need more medicine to allow time for your prescription to be refilled and mailed to you.

### Refills

*Please note: If you do not have a refill left on your prescription please contact your PACT team.*

**Request refills in any of these 5 ways:**

#### 1. PHONE

An automated refill line is available for all LAJVAMC patients. Please call one of the following numbers —

- 1-800-733-0512
- 304-623-3461, Press Option #2

After you have dialed the number, wait for the automated attendant to answer.

1. Enter your entire social security number and then press the # key. Wait for an answer.
2. Press 2, then wait for an answer.



3. Press 1, then wait for an answer.
4. Enter the prescription number, then press the # key. Wait for an answer.
5. To refill additional prescriptions, press 1 and repeat the process.

If you are using the automated refill line, all refills should be ordered at least ten days prior to when the refill is due to insure prompt processing and delivery time.

## **2. MAIL**

Mail your refill slip to the return address on your prescription label or the address provided below. Be sure to mail your refill slips as soon as you receive them to get your next refill before you run out of medication. Mailed prescriptions usually take 14 days to arrive after the request has been received by the VA pharmacy.

## **3. INTERNET**

Enroll in My HealtheVet at the VA to use this feature, then log on to the website at [www.myhealth.va.gov](http://www.myhealth.va.gov).

## **4. PACT Team Member** Your PACT team can help you with the refill process

When you get your refill, check the bottle to make sure these things are correct:

- Name on the bottle
- Name of the medicine
- Color and shape of the medicine
- Amount you should take for each dose
- Directions you should follow for each dose.

If you need to stay on the medication, you will need a new prescription when your current prescription has no more refills. Contact your VA provider as soon as possible to have the new prescription ordered. You should check your medicines before each visit with your provider to see how many refills are left, so you can ask for a new prescription of the medication at the visit.

Certain controlled medications cannot be refilled. A new prescription is needed for each supply. Contact the pharmacy or your PCP in your PACT to obtain these prescriptions.

## **Hours**

### **Outpatient Pharmacy**

Monday - Friday 8:00 a.m. - 5:30 p.m.

### **Spinal Cord Pharmacy**

Monday - Friday 8:00 a.m. - 5:30 p.m.

### **Inpatient Pharmacy** (inpatient hospitalized Veterans only)

Open 24 hours a day, 7 days a week, 365 days a year.

### **Pharmacy Administration Office**

Monday - Friday 8:00 a.m. - 4:30 p.m.

# Making or Changing an Appointment

## Appointments

Outpatient visits are clinic appointments to see a care provider: primary care provider, pharmacist, a nurse or another PACT member. You should make every effort to keep your scheduled appointment. If you cannot keep an existing appointment with the LAJVMC, please contact us at 304-623-3461 Ext. 7676 as soon as you are aware you cannot make your appointment. This will allow us to reschedule you as well as schedule one of your fellow Veterans for the original appointment date and time.

Please don't be a no-show, contact the VA so we may use the space for another Veteran in need of medical care.

Walk-in appointments are accepted. Same day service is available in primary care and mental health clinics.

## Before Your Appointment

Complete all the paperwork that was given to you. Think about what you want to know about your health and write down any questions you want to ask. List one or two of your most pressing concerns.

Write down the answers to the following questions:

- Describe the problem or symptoms. Where is it? When did it start?
- Does anyone at home have the same problem?
- What do you think is causing it? What have you tried? Did it work?
- Do you have any pain? If so, where and what type of pain are you experiencing? How long does it last?
- Have you recently begun a diet or started exercising? Have you lost weight?
- Be as accurate as possible. Do not exaggerate, understate or leave facts out.

## The Day of Your Appointment

Follow any instructions you are given especially if you are told not to eat or drink before your appointment. Bring your glucometer or any other items your provider tells you to bring to ALL your appointments. Bring a paper and pen to take notes. Bring a list of all of your medications, including any herbal supplements and nutritional supplements you may be taking. Include the name, strength or dose amount, number of pills you take each time and what time of day you take them. Bring your appointment letters. Wear clothing that is easy to take off and put on. Be on time and be sure to check in at least 30 minutes prior to your scheduled appointment time. Come early if you have lab work or other medical tests scheduled. Remember to bring your glasses and/or hearing aid(s).

## At the Appointment

If you think you might have trouble understanding or hearing, consider bringing a relative or friend to help you ask questions. Repeat what the provider says to you in your own words to be sure you understand. Keep the conversation on track. Focus on the questions that matter to you. Tell the provider if you don't understand. It's okay to ask for a better explanation.

## Closing the Visit

What is the next step in your care? Let the provider know if you cannot or will not do what is suggested. Ask for written information about your medication(s), condition, illness and treatment. Make sure you know exactly how and when to take your medication(s). Make sure you know who to call if you have questions or concerns.

## Return appointments

For return appointments, you will receive a letter to remind you that you are due to see your provider. Make sure we have your current address so you receive these letters.

## Patient Self-Referral Direct Scheduling

The clinics that can be directly scheduled, without a primary care consult, are audiology, optometry, podiatry, nutrition, mobility (wheelchair), amputee, screening mammography, PACT clinical pharmacy, MOVE!, tobacco cessation, and primary care social work. Call Ext. 7676 or the clinic you need to make an appointment.

## VA Online Scheduling

(Formerly known as the Veteran Appointment Request, or VAR, App)

VA Online Scheduling allows Veterans who are enrolled in the VA health care system to self-schedule and request primary care appointments on any computer device with Internet access. Veterans may also use online scheduling to self-schedule or request certain outpatient appointments, such as mental health appointments. Veterans can also view these self-scheduled appointment details, track the status of requests, send messages about the requested appointments, get notifications about these appointments, receive recall reminder notifications and cancel those self-scheduled appointments if needed.

VA Online Scheduling accesses your VA Electronic Health Record and, for your security, requires you to enter ID.me, DS Logon or My HealtheVet account credentials.

Veterans can access VA Online Scheduling through:

My HealtheVet: <https://www.myhealth.va.gov/>

VA App Store: <https://mobile.va.gov/app/va-online-scheduling>

VA Launchpad: <https://veteran.mobilehealth.va.gov/launchpad/>

Direct Link: <https://veteran.mobile.va.gov/var/v4/>

For more information, please review the guide and FAQs available at [mobile.va.gov/appstore](https://mobile.va.gov/appstore). If you need assistance with online scheduling, dial 1-877-470-5947 to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. (CT). For clinical questions regarding your personal medical information, please contact your VA care team.

## Where To Go When You Need Help

### Crisis Prevention Hotline

Are you or someone you care about feeling helpless and/or hopeless? If you or a loved one is in distress or having thoughts about harming themselves, you can contact our Mental Health Clinic or the Veteran's Crisis Line.

Mental Health Clinic: 1-800-733-0512 or 304-623-3461 ext. 3242 or 3551

Veterans Crisis Line: 1-800-273-TALK (8255), press 1 for Veterans

### Chaplain/Pastoral Care

Your spiritual well-being is regarded as an integral part of good health and complete health care. Whatever your religious tradition, hospital chaplains are available for pastoral counseling, spiritual guidance, and sacramental needs. Religious materials and communion are available upon request. Contact your health care team to arrange for assistance.

Chaplain Service: 304-623-3461 Ext. 4063 or 1-800-733-0512 Ext. 4063

## Who to talk to if you have questions about your care or other VA benefits

### Patient Advocate

LAJVAMC strives to provide you the best care possible in the most courteous and efficient manner, and we value your comments about your experiences. We always seek to improve our service to Veterans, and your comments can help us do that. Your Patient-Aligned Care Team (PACT) and other medical center staff are available to assist you with any questions, issues, or concerns you may have. If you have an issue, talk with your PACT or ask to speak with the supervisor.

If you feel you need further assistance, ask to speak with the Patient Advocate. You may also contact the Patient Advocate if you wish to compliment a particular VA staff member or program. The Patient Advocate is available from Monday-Friday, 8:00 a.m. to 4:30 p.m., except for federal holidays. Issues that arise during other times should be directed to the Administrative Officer of the respective clinic or department.

### Veterans Service Officer

The Veterans Service Officer has a compassionate understanding of the problems, which confront Veterans, widows, widowers, and children. The County Veterans Service Officer knows the extent, the meaning and the application of laws that have been passed by the U.S. Congress in the interests of Veterans and their dependents. They also know the rules and regulations adopted by the Department of Veterans Affairs to clarify and implement those laws. The County Veterans Service Officer will apply specialized knowledge in the best way suited to the needs of every individual Veteran or other beneficiary who comes to the office for assistance.

To locate a Veterans Service Officer, visit your local Department of Veterans Assistance Field Office.

To locate the field office for your area, go to: [www.veterans.wv.gov](http://www.veterans.wv.gov)

## How can VA can keep you healthy

### Outpatient Nutrition

If you have a chronic condition, a carefully planned diet can make a difference. With certain diseases, what you eat may reduce symptoms. In other cases, diet can improve health. For example, eating a heart-healthy diet can help lower high blood pressure; this reduces the risk of both heart attack and stroke. Even if someone does not have high blood pressure, eating a heart-healthy diet reduces the chance of heart disease in the future.

If you have a condition such as diabetes, high blood pressure, heart disease, if you are underweight or overweight, or if you just want to learn to eat a more healthy diet, a registered dietitian can assist you with education and counseling. If you feel it's time to seek the assistance of a registered dietitian, ask your PACT team for a referral.

### Health Promotion and Disease Prevention

Health Promotion Disease Prevention (HPDP) is about helping you improve and take control of your health. By supplying you with the tools needed to make healthy life choices, you can reduce your risk of certain illnesses, avoid trips to the hospital, and generally feel better. You can also control and lessen the severity of conditions you may already have.

Prevention is the best medicine. Your health care team is very interested in your health and well-being. Partner with us by staying up-to-date on your health care screening exams, tests and lab work. Together we can help ensure a better quality of life for you in the future.

For more information, visit [www.prevention.va.gov/Healthy\\_Living](http://www.prevention.va.gov/Healthy_Living)

### MOVE! Weight Management Program

MOVE! Weight Management Program is a national VA weight management program designed to help Veterans lose weight, keep it off, and improve their health. The program is patient-centered, individualized, and emphasizes health and wellness through nutrition, physical activity, and behavior change. Veterans that participate have an appointment with a MOVE! provider to set individualized goals for weight loss that fit their lifestyle, receive a personalized report about their lifestyle habits, and are given a pedometer to track their steps once they have started participation in the MOVE! program. Veterans will have regular follow-up and support in the form of phone calls, individual clinic visits, or group classes determined around your schedule. Talk with your PACT team before starting any weight loss program.

### Tobacco Cessation

Tobacco harms nearly every organ of the body, and causes one in five deaths in the United States alone. To help Veterans quit tobacco use, LAJAMC offers: Nicotine Replacement Therapy. Please consult with your primary care provider and take the first step toward quitting today.

**SmokefreeVET** is a new mobile text messaging service available to Veterans quitting smoking. This text messaging program is designed to provide 24/7 support, tips, and encouragement to Veterans interested in quitting smoking. SmokefreeVET is a collaboration between VHA Tobacco & Health and the National Cancer Institute's Tobacco Control Research Branch. SmokefreeVET is based on NCI's text message smoking cessation program, which has a proven track record of success: after one month, 17% of NCI's text program users reported that they had quit smoking and 11% were able to stay quit through 6 months.

Veterans can sign up for the program by:

- Texting VET to IQUIT (47848) from their mobile phone
- Visiting [www.smokefree.gov/VET](http://www.smokefree.gov/VET)

## How can VA can keep you healthy (continued)

### Whole Health for Life

Living life fully and optimizing health and well-being goes beyond not being sick; it means understanding what matters to you and looking at all aspects in life that contribute to a sense of well-being. Whole Health is geared toward what matters most to you by placing emphasis on the mind, heart, and soul, in addition to the body.

Veterans may feel empowered by working with Health Coaches who provide tools and resources needed to play an active role in their path to a healthier life. Various areas of Whole Health can be especially beneficial in improving pain, sleep, stress, PTSD, eating disorders, and more. VAs across the country are beginning to offer complementary care including mindfulness awareness, chiropractic care, acupuncture, massage therapy, tai chi, yoga, and more. Clarksburg will be expanding Whole Health services but currently offer acupuncture, mindfulness, tai chi, yoga, and chiropractic care.

If you are interested in any of our Whole Health services, contact a member of your Patient-aligned Care Team (PACT) for a consultation with a Whole Health Coach.

### Diabetes Education

Diabetics are twice as likely to have a heart attack or stroke than those without the disease; it is also the leading cause of blindness in adults. West Virginia is known to have one of the highest rates of diabetes of all 50 states, and our Veterans are at an even higher risk of developing diabetes, along with its complications if uncontrolled. Risk of developing complications are greatly reduced when diabetes is controlled by maintaining healthy blood sugar levels, but doing this can be overwhelming.

Our services are recognized by the American Diabetes Association (ADA). We offer group classes and individual appointments to provide education on self-management of diabetes. Diabetes is a complex disease, so we emphasize a wholesome approach in our teachings including diet, exercise, medications, and monitoring.

For Veterans who meet criteria, we offer education on testing and monitoring of blood sugars. We also offer our expertise on the various oral and injectable medications used to manage diabetes. For more information on the services provided by Diabetes Education, contact a member of your PACT or call us at Ext. 3348.

### Inpatient Care

If you are admitted, you will receive a copy of the "Inpatient Handbook" which provides additional information.

Visiting Hours are based on the needs of the patient, and visitors are encouraged to discuss any special visiting needs with the unit's head nurse.

# What Your Family Should Know About VA

## Advance Directives

Advance directives are a written statement of a person's wishes regarding medical treatment if you are unable to speak for yourself. Two common types of advance directives are a living will and a power of attorney.

VA forms are available for you to prepare a living will or a power of attorney for health care. Your social worker can answer your questions and help you fill them out. If you already have an advance directive, please give a copy to one of your health care providers. It will be added to your medical record.

## Caregiver Support Program

VA knows that the focus of a caregiver is taking care of the Veteran they love. It can be an incredibly demanding job, and we want caregivers to know they don't have to do it alone. VA offers a number of services that can provide caregivers with the support that's right for them. Whether you, the Veteran, or your caregiver could use some help at home or just need someone to listen, we're here to support you.

Contact your local program at 304-627-0014 or 304-476-9000 or the National VA Caregiver Support Line: 1-855-260-3274.

## Social Workers

Every Veteran enrolled has an assigned Social Worker. Social workers are part of the PACT in programs within mental health, primary care, and extended care. In partnership with providers and Veterans, the focus of social work is to help Veterans address psychosocial factors with the goal of ensuring Veterans have seamless access to a broad range of services both in and outside of VA.

Social workers are available to assist with discharge planning, advance directives, tissue and organ donation, long term care planning, caregiver support, and other issues related to illness, treatment and recovery. Social workers are available to ensure Veterans have easy access to services within VA and information to access other services in the community like transportation, finances, Medicaid, and nursing home placement.

For more information, contact Social Work at Ext. 2021

## Palliative Care

The Palliative Care Team is a specially trained group of health care professionals who work with Veterans and their families to provide comfort and compassionate care when a patient has a life-limiting illness. The goal is directed toward improving quality of life. The focus of palliative care is on the relief of symptoms as well as providing emotional and spiritual support for the patient and their families. Contact a member of your PACT team for more information or call Ext. 3679.

## Patient Rights and Responsibilities

Rights and Responsibilities of VA Patients and Residents of Community Living Centers

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient or resident of a community living center (CLC). If you have any questions or would like more information about your rights and responsibilities, contact your Primary Care Team or the Patient Advocate Office at Ext. 3931. You can also visit [www.va.gov/health/rights/patientrights.asp](http://www.va.gov/health/rights/patientrights.asp).

## Mental Health Care Services

You are not alone at the Louis A. Johnson VA Medical Center. Take advantage of your Veteran Benefits and contact us. We care, and we can help. The VA offers a variety of mental health care programs and services for Veterans. The programs help Veterans work toward a healthy and productive life.

Psychologists, psychiatrists, and social workers are available to help you with any mental health issues you may have. They can help you address issues such as coping with return to civilian life, Post-Traumatic Stress Disorder, and problems with substance use. Talk with a member of your PACT if you think you may benefit from these services.

Outpatient services include care for:

- Anger Management
- Anxiety
- Case Management
- Community living and wellness skills
- Couples and family therapy
- Depression
- Group Therapy
- Homeless services
- Individual psychotherapy
- Vocational Rehabilitation
- Medication Management
- Mindfulness
- Military Sexual Trauma
- Psychological and neuropsychological testing
- Post-Traumatic Stress Disorder (PTSD)
- Stress management
- Substance abuse programs
- Supportive therapy
- Tobacco cessation

**Post-Traumatic Stress Disorder (PTSD)** – Evidenced-based psychotherapy (e.g., Cognitive Processing Therapy and Prolonged Exposure Therapy) and medication management are available through the outpatient mental health clinic, as well as outpatient groups and residential rehabilitation.

**Substance Abuse (SA)** – Medication management and outpatient groups are available through the Mental Health Clinic. We also offer Residential Rehabilitation. Inpatient detox is also available through Medical Service.

Seriously Mentally Ill (SMI) - Medications and therapy are available through the outpatient Mental Health Clinic.

**Mental Health Intensive Case Management (MHICM)** - An in-home service available for Veterans with Serious Mental Illnesses. Referrals are made by mental health clinicians.

**Mental Health Residential Rehabilitation Treatment Programs (MHR RTP)** - provides state-of-the-art, high-quality residential rehabilitation and treatment services for Veterans with substance abuse issues, PTSD, and mental illness. The MH RTP identifies and addresses goals of rehabilitation, recovery, health maintenance, improved quality of life, and community integration in addition to specific treatment of medical conditions, mental illnesses, addictive disorders, and homelessness.

**Family Counseling** - Family therapists are available to meet with Veterans and their family members. Contact the Mental Health Outpatient Clinic to schedule.

**Suicide Prevention-** A Suicide Prevention Coordinator is available during business hours, as well as the Suicide Prevention Hotline and the Emergency Department after hours (1-800-273-8255, press 1).



# My HealtheVet

My HealtheVet is an award-winning personal health care database, specifically designed to provide VA Patients, Veterans, service members, and their Caregivers 24/7 access to key portions of their VA health records. My HealtheVet helps you partner with your VA care team. Securely integrated features empower you to take an active role in your health care, and provide you with opportunities and tools to make informed decisions and manage your care.

Registering for accessing this online portal is free, convenient, and easy to do wherever the Internet is available. Specific features in My HealtheVet are available based on your account type (Basic, Advanced, or Premium). When enrolled for VA care, Veterans register and select **‘Veteran’ and ‘VA Patient’** on the registration form, your profile information is linked to VA/DoD records and your account is automatically upgraded to the Advanced level. For your security, some features of My HealtheVet require a **Premium account**. To upgrade to a Premium account, you must complete a one-time authentication process in order to have full access to all of the features available in My HealtheVet, including **Secure Messaging** which allows you to communicate online with your VA care teams and other staff. Additionally, as a Premium account user, you will have access to key portions of your VA medical record, such as **VA Notes, VA Lab Results, VA Appointments** as well as additional health information through the VA Blue Button feature.

## Additional Website Features:

- Refill your VA prescriptions and track them through the delivery service
- Self-schedule and request certain outpatient VA appointments using the VA Online Scheduling tool
- Accurate health information and resources you can trust
- Read VA news and feature stories
- Link to VA benefits and services

You can also use My HealtheVet as your own personal health record and self-enter health information within your personal account to help keep you organized. Keep track of your own vital readings, such as blood pressure or blood sugar, and self-enter a list of all your providers for your reference. My HealtheVet can also help to maintain a self-entered personal listing of your over-the-counter drugs or supplements and prescriptions from non-VA providers, as well as maintain other health information logs.

## Registration and Authentication:

To take advantage of all the features of My HealtheVet, you need to first complete the online registration and complete an authentication (provide your identification) to obtain the Premium Account access. This authentication process protects your privacy and secures your personal health information and can be done at the main facility in Clarksburg or any of our four Community-Based Outpatient Clinics (CBOC).

First, go to the website: [www.myhealth.va.gov](http://www.myhealth.va.gov) and click on **“Register”** to complete the online registration form. For information on upgrading your account, return to the My HealtheVet home page and click on **“What you need to know”** under

**Upgrading to a Premium Account** (lower right segment of page). There are two ways to upgrade your account:

1. In-Person Authentication process: Print out, complete and sign the My HealtheVet VA Release of Information **Form 10-5345a-MHV**. These forms are also available from the My HealtheVet Coordinator at your facility in Room 1232D. Bring the form and a government-issued photo ID (i.e., Veteran’s ID card or driver’s license) to our VA facility or to one of our CBOCs, or
2. Online Authentication: To upgrade your account using your DS Logon Premium Account User ID and Password, you must log in to your Advanced My HealtheVet account using your DS Logon Premium User ID and Password. Select the **Upgrade Now** button at the top left side of the screen. Select **Continue** on the account upgrade page. Your My HealtheVet Advanced account will be upgraded to a Premium account.

For additional information on My HealtheVet, please visit the website at [www.myhealth.va.gov](http://www.myhealth.va.gov) or call the My HealtheVet Coordinator, Ext. 2567.

## Other Services

For all of the following medical services, you may contact a member of your PACT team for additional information.

### **Audiology and Speech Pathology**

The Audiology and Speech Pathology Departments provide comprehensive diagnostics and treatment to Veterans with hearing, speech, language, voice, and swallowing disorders. The goal is to provide consumer-focused audiology and speech pathology services to Veterans, which promotes independence and quality of life. We consider it our mission to achieve and maintain the highest quality of patient care using the latest in testing, fitting and verification technologies. Appointments can be scheduled directly with the Audiology department.

### **Dental**

Dental Service supports the mission of VA through patient care, education, and research. The Dental Service provides oral health care including treatment of oral conditions that are detrimental to overall health, outpatient care, inpatient care and emergency care for relief of pain and acute infections.

Eligibility and benefits for Veteran Dental Care are limited by law and categorized into VA dental classifications or classes. If you served during the Gulf War era, you may be entitled to a one-time course of free dental care, but you must apply for dental care within 180 days of your discharge (under conditions other than dishonorable) from a period of active duty of 90 days or more. Please refer to the Eligibility office for any questions on the first floor in room 1232.

### **Physical Medicine and Rehabilitation Services**

Your doctor may refer you to Physical or Occupational Therapy. Physical Therapy involves evaluation and treatment of gross motor control, mobility, joint dysfunction, and pain management. Occupational Therapy focuses on the evaluation and treatment of fine motor control, as well as problems that might affect one's ability to perform activities of daily living. Contact Physical Therapy 304-623-3461 Ext. 3246 or Occupational Therapy 304-623-3461 Ext. 3935 for more information.

### **Prosthetics and Sensory Aids**

The Louis A. Johnson VAMC Prosthetic and Sensory Aids Service provides artificial limbs, wheelchairs, aids for the blind, hearing aids, glasses, computers, adaptive equipment for vehicles, modifications to make the home handicapped accessible, home oxygen, and other devices and services to return independence, mobility and dignity to the Veteran.

### **Release of Information (ROI)**

The confidentiality of your health information is important to us. This means VA employees protect your health information and use or disclose it only as authorized by law. Your health information may be released to a third party such as your private doctor, employer, insurance company or social service agency as described in our Notice of Privacy Practices. To initiate and authorize the release of your health information to a third party you will need to complete VA form 10-5345. To request a copy for your own use, you will need to complete VA form 10-5345a.

#### **Forms are available by:**

- Following instructions for "Registration and Authentication" previously mentioned with My HealtheVet
- Visiting [www.clarksburg.va.gov/patients/roi.asp](http://www.clarksburg.va.gov/patients/roi.asp)
- Pick-up forms in the Release of Information Office (ROI) or the CBOC front desk
- The ROI office can fax or mail a copy of the form to you

## Translation Services

If you are having trouble communicating in the English language or because of hearing or speech impairment, reasonable attempts will be made to accommodate you in order to effectively communicate necessary information and provide greater insight into the health care setting.

## Volunteers

The staff of LAJVMC are supported by many volunteers who contribute thousands of hours of valuable service to the facility and Veterans. Volunteers try to create a warm, caring environment to make our Veterans' visits as comfortable as possible. Volunteers provide clerical assistance, staff the information desk, transport Veterans to their appointments and procedures, sponsor evening, weekend and holiday recreation activities, and much more. Voluntary Services accepts donations and charitable giving. For a list of volunteer and donation opportunities, please call voluntary services at 304-623-7621.

## Cafeteria/Retail Store (Veteran Canteen Services)

Visitors are welcome to dine in the medical center Canteen, which is located on the first floor. We offer hot and cold entrees, beverages, and desserts. The Canteen is open on weekdays 6:00 a.m. to 1:30 p.m. and Saturdays 7:00 a.m. to 2:30 p.m. Vending machines are available for your convenience 24 hours a day.

The Patriot Store has gifts and personal items for sale that can be purchased tax-free. The store stocks a variety of merchandise that includes snacks, bottled beverages, toiletries, over-the-counter medications, men's and women's clothing, electronics, cosmetics, postal stamps and a variety of gift items. The Patriot Store is open to patients, staff, and visitors and is located on the first floor near the South elevators. It is open on weekdays 7:30 a.m. to 3:45 p.m. All facilities are closed on Sundays and Federal Holidays.

## Other Specialty Services

Your Patient Aligned Care Team (PACT) can refer you to a variety of Specialty Care Services as needed. Among them are:

- Anesthesiology/Pain Management
- Audiology (no referral needed)
- Dermatology
- Dialysis
- Ear, Nose, and Throat (ENT)
- Gastroenterology (GI)
- General Surgery
- Nephrology
- Neurology
- Occupational Therapy (OT)
- Oncology
- Optometry (no referral needed)
- Orthopedics
- Physical Therapy (PT)
- Podiatry (no referral needed)
- Spinal Cord Injury
- TBI/Poly-Trauma
- Urology
- Vascular

## Rules When Visiting a VA Facility

### Cell Phones, Cameras, Prohibited Items, Video, Tape Recorders

For reasons of patient privacy, the use of cameras, video equipment, tape recorders and the use of a cellular phone for recording of any kind is prohibited. Cellular phone usage may be restricted in certain areas. Please silence your cell phones during appointments and classes. Please check with your nurse if you have any questions.

### Parking

Please obey the posted signs and ground painted symbols. Inpatients are requested to keep their cars at home. If this is not possible, VA Police should be notified. Parking for VA outpatients and visitors is free of charge at all of our facilities. VA Police enforce all regulations and will issue warnings and tickets to drivers who violate the rules. Valet parking is a free service, with a no tipping policy, offered to all Veterans. Valet parking is available from 7:00 AM - 5:00 PM excluding weekends and holidays. Patients may self-park in the valet lot only on weekends and holidays.

### VA Police

The Clarksburg VA facility has VA Police on duty 24 hours a day for your care and protection. If you need assistance, or your family or friends need an escort to their car, contact the VA Police at: 304-626-7001.

### Prohibited Items

Alcoholic beverages, unauthorized controlled substances, firearms, ammunition, knives, pepper spray (mace), stun guns, tasers, any other type of weapons, lighter fluid, non-safety matches or straight edge razors are not permitted on federal property. If a patient has any of these items, they need to immediately inform VA staff, or send the items home with a friend or family member. Latex balloons are prohibited inside the facilities.

### Smoking

Staff, visitors, volunteers, and patients may not smoke anywhere indoors or near any exits or entrances. Electronic cigarettes are prohibited inside the facilities as well. Please smoke in designated areas. VA Police may issue tickets if the smoking policy is not obeyed. Tobacco use is not permitted within the LAJVAMC, its associate facilities, and on other LAJVAMC controlled property, except in the following designated tobacco use areas:

- Tobacco Use Shelter
- Red Tables outside of the Cafeteria
- Table outside of Northwest Entrance

*PLEASE NOTE: Oxygen cylinders and other oxygen delivery equipment are not permitted within designated smoking areas. Smoking with Oxygen is prohibited.*

### Zero Tolerance

To maintain a safe environment for patients, staff, visitors, and volunteers, our facilities have a zero tolerance for violence. Behavior that is disruptive, threatening or violent may result in police action and possible restrictions being placed on future visits.

### Fire/Disaster drills

For the protection of patients and staff, each facility has its own fire and disaster plan. If you discover a fire, tell a staff member right away. If you are in an area that needs to be evacuated, follow the instructions from the staff. Exit signs show the location of emergency exits. Fire alarms are near each exit.

## Frequently Asked Questions

**Q. How can I talk with my primary care provider?**

A. When you call the VA, you can be connected to the nurse line where you can leave a message regarding your question or concern for your PCP. The PACT PCP or RN will return your call. Another option is to contact your PACT PCP or RN by using the secure messaging function in My HealtheVet.

**Q. How do I find out who my PACT RN is?**

A. Your PACT RN is your link between you and your PCP. You can find out who your PACT RN is by asking the staff within the clinic you are assigned. You will be given his or her direct office number, to contact them as needed.

**Q. I asked my PCP to refill my medications at my last visit, but I am not sure this was done. I am service-connected for some of my medications and I want to make sure I am not going to be charged for those.**

A. If you are concerned about medication refills, start by talking to your provider or PACT RN. If you still feel in doubt, visit or call the VA Pharmacy to resolve any issues related to refills or payments.

**Q. I met with my PCP and I was told I would be notified of the results of my lab work, I have yet to hear from anyone.**

A. It is the responsibility of the PACT to make sure you are informed and a PACT RN can give you those results and discuss what the next step should be. Usually a "next step" letter is mailed following primary care appointments but the Veteran can always contact their PACT RN for those results too.

**Q. I was told I was being referred to clinic for further treatment/assessment. I have never received an appointment time.**

A. Your PACT can help you get specialty appointments. All consults to specialty services originate from the primary care doctor. It is important to call your PACT RN if you have not been notified when your appointment has been scheduled.

**Q. I live in Charleston, WV but I want to have my PCP in Clarksburg, WV. Will I get the full travel pay to Clarksburg?**

A. No, you are paid mileage from your home to the nearest VA facility.

**Q. I would like to change PCPs.**

A. The first step is to contact one of the scheduling clerks or the Patient Advocate and make the request to have your PCP changed. They will fill out the proper documentation and submit it for approval. Once you are assigned a new PCP, you will be contacted.

**Q. Will VA refer me to a community provider for services/treatment?**

A. If there is a service the VA does not offer, (i.e., chiropractic services, prenatal services, etc.) you will be sent to a community provider at VA's expense. The VA will not pay retroactively for services, (i.e., a Veteran seeks chiropractor services for six months and then sends the bill to the VA). VA has to refer the Veteran in order for VA to pay the bill.

**Q. I had to go to the local ER over the weekend and I need to know if the VA will pay for that visit.**

A. All bills for community services need to be processed through the Non-VA Care office. There is no guarantee of VA payment but with proper documentation (it was charted that VA was contacted prior to going to the ER) or in the ER (VA was full or unable to handle the situation, i.e., trauma) payment may be approved.

## Important information about your care team

Your Patient Aligned Care Team		Your Social Worker	
Clinic: _____		Name: _____	
Phone number: _____		Phone number: _____	
Your PACT nurse is: _____			
PACT provider: _____			

## Notes

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## Phone Directory: (304) 623-3461 or 1-800-733-0512 + extension

Service	Location	Extension
Appointments		7676 or 2
Billing Office	Floor 1st	3703 or 5
Chaplain Service	Floor 1st	3372 or 4063
Compensation and Pension	Floor 1st	3797
Community-Based Outpatient Clinics (CBOC):		
• Braxton County		4400 or 304-364-4500
• Monongalia County		4700 or 304-292-7535
• Tucker County		4500 or 304-478-2219
• Wood County		4600 or 304-422-5114
Diabetes Education	Floor 6th	3348
Eligibility and Enrollment Center	Floor 1st	3590 or 3332
Emergency Room	Floor 1st	3342
Fee Basis		3333
Health Education		2094
Home Based Primary Care		2264
Homeless Veterans	Floor 4th	2068
Laboratory	Floor 2nd	3412
Library	Floor 2nd	3435
Mental Health	Floor 4th	3242 or 3551
Military Sexual Trauma	Floor 4th	3905 or 3581
My HealtheVet	Floor 1st	2567
Nurse Triage		2233 or 3829 or 3
Patient Advocate	Floor 1st & 2nd	3931 or 4060

For departments that have single digits listed, these are the numbers to press at the main menu when calling in to the hospital. You will be directed immediately.

## Phone Directory: (304) 623-3461 or 1-800-733-0512 + extension

Service	Location	Extension
Pharmacy	Floor 1st	3883 or 3886 or 1
Primary Care/Patient-Aligned Care Team:	Floor 1st	
• Blue	Floor 1st	3831
• Brown	Floor 1st	3061
• Gold	Floor 1st	3690
• Pink	Floor 1st	3066
• Purple	Floor 1st	3690
Prosthetics Department	Floor 1st	7695 or 3820
Red Firm	Floor 1st	3835
Release of Information	Floor 1st	3225
Scheduling		7676 or 2
Social Work	Floor 4th	2021
TeleHealth		2307
Travel	Floor 1st	3221
VA Benefits Officer		304-627-2175
Veterans Crisis Line		1-800-273-8255
Veterans Travel Network (VTN, previously DAV)		7623 or 304-623-7623
Voluntary Service	Floor 6th	3669
Women's Health	Floor 1st	3066 or 4126

For departments that have single digits listed, these are the numbers to press at the main menu when calling in to the hospital. You will be directed immediately.

For our complete phone directory visit our webpage at: [www.clarksburg.va.gov/contact](http://www.clarksburg.va.gov/contact)